



BRITISH AIRWAYS
Heathrow Terminal 5

Opening
27 March 2008

Checking in

Terminal 5 heralds a brand new concept in air travel, with everything dedicated to putting people first. And the result is a terminal that makes the journey as easy as possible. To really save time at the airport, online check-in is the answer. But if that's not been possible, we've provided 96 Check-in Kiosks and up to 96 Fast Bag Drops for customers to use.

- From arrival through to security in around ten minutes
- 96 Check-in Kiosks so you should not have to queue
- Up to 96 Fast Bag Drops

Dropping off the bags

The baggage system is one of the most advanced in the world. Tried and tested, it can transport up to 12,000 bags an hour along 18km of belts. There are state-of-the-art scanners to read labels and ensure each bag is where it should be, when it should be. For arrivals at Terminal 5, the first bags should be delivered to the carousel as the first customers get there.

- Most advanced baggage system in the world
- Moves 12,000 bags an hour
- Belts can move bags at 30mph



'Security should only take about five minutes to pass through'

Security

Because we understand how frustrating long queues at security can be, there is improved technology and helpful staff on hand to assist, meaning it should only take about five minutes to pass through. There are two security channels – one at each end of the terminal, so wherever customers check in, it's just a short walk to security. To help keep delays to a minimum and ensure flights leave on time, customers must pass through security no less than 35 minutes before the flight is due to depart.

To allow domestic customers to share all the facilities of Terminal 5 with customers taking international flights, including the wonderful array of shops and restaurants (excluding World Duty Free), there is a new security procedure – Biometrics. Quick and safe, it is an electronic form of fingerprinting. Domestic customers' fingerprints are taken at security then they are checked again at the boarding gate. Afterwards the records are deleted, so there's no need to worry about fingerprints being kept on file.

- Two security channels mean people pass through quicker
- The latest aTiX X-Ray machines for hand luggage
- New biometric scanning being introduced

Relax and enjoy

Along the airy concourses there is a wealth of the best shops, restaurants, bars and cafés. As each shop was asked to come up with something special, Tiffany & Co will be displaying pieces from their archives and Paul Smith is opening his "Globe" store featuring antique furniture and pictures from his own travels.

There are 25 establishments offering everything from coffee to the sumptuous fare served in Gordon Ramsay's first airport restaurant, Plane Food.

The whole terminal allows wireless access to the internet and, to enhance the relaxing atmosphere, there will be fewer announcements with more screens situated throughout the departure lounge to show gate information. There will also be Customer Service Desks in three locations and lots of British Airways hosts available to help and advise.

- More London West End than airport terminal
- 112 outlets
- Premium brands, flagship stores, designer boutiques
- Gourmet restaurants
- Chic cafés
- Great English pubs

Transferring through

When Terminal 5 opens it will have two buildings, Terminal 5 and Satellite B – and in 2010 Satellite C will open. To help relieve the stress of transferring on longhaul flights, we've designed the terminal to take customers quickly and easily from the arriving flight, through Border Control to the connecting flight. Dedicated purple signage will show the way.

If the connecting flight leaves from Satellite B, there is a rapid track transit system that departs every 90 seconds and takes 45 seconds – it can transport over 6,000 people an hour!

Flight Connections are in one central, easy-to-find place which is designed to make connections as quick and simple as possible.

- Stress-free transfers – ease through quickly to connecting flights
- Flight Connections at the heart of the terminal
- Rapid track transit system between Terminal 5 and Satellite B takes 45 seconds

Welcome to the UK

On arriving at Terminal 5, there's just a short distance from the gate to Border Control with 36 desks to speed customers through to baggage reclaim and out to a stunning Interchange Plaza, spanned by glazed sky bridges. And, for anyone who is registered, there is the swift moving Iris Scanner channel.

- Gates are a short walk from Border Control
- Bags delivered quickly to carousel for customers to pick up
- Nine international carousels – two domestic carousels
- Landscaped Interchange Plaza to transport links

'Landscaped Interchange Plaza to transport links'





'Complimentary cocktails,
champagne and vintage
wines served all day'

Flying out...

Whether customers are flying First, Club World, Club Europe or they are Gold or Silver Executive Club members, they will find Terminal 5 provides them with a truly upgraded experience. For First customers and Gold Executive Club members who haven't checked in online, there is a dedicated check-in area at the south end of the terminal. For Club World, Club Europe and Silver Executive Club customers who check in using the Check-in Kiosks and need help, there are dedicated Customer Service Desks for them to use.

- [Checking in online is the fastest way to check in](#)
- [Dedicated check-in desk for First and Gold Executive Club customers](#)
- [Dedicated Customer Service Desks](#)
- [FastTrack security channel](#)

Once through security, customers can enter Galleries, the largest and possibly the most luxurious complex of premium airport lounges in the world.

- [Complimentary cocktails, champagne and vintage wines served all day](#)
- [Fine dining](#)
- [Boardroom with full business facilities](#)
- [Private cabanas with beds and en suite showers](#)

If First, Gold or Club World customers would like a relaxing treatment, we've teamed up with luxury British spa and skincare brand, Elemis. Using either Shiatsu back massage or their Intelligent Massage Chairs, Elemis has formulated a two-tier treatment menu exclusive to British Airways customers. For departing longhaul customers, spa treatments are designed to aid sleep and relaxation while, on arrival, leave you feeling re-awakened and energised.

- [Complimentary treatments personally tailored to each customer](#)
- [Shiatsu back massage or Intelligent Massage Chair](#)

Flying in...

For First, Club World and Club Europe customers without an EU passport there is a FastTrack channel to minimise the time taken to get through Immigration and gates are conveniently located to shorten the walk. The baggage system delivers bags ready and waiting at the carousel and, for total refreshment, there's the Galleries Arrivals lounge.

- [FastTrack Immigration channel](#)
- [Galleries Arrivals Lounge: six infinity bathrooms, 94 shower rooms and full English breakfast or buffet](#)

It all takes off 27 March 2008

March 2008 heralds the initial phase of our transition. But not all flights will depart from or arrive at Terminal 5. Terminal 3 will become our hub for **oneworld**[®] Australasian flights and some European services in late 2008. Newly refurbished with more Check-in Kiosks, a dedicated area for First, Club World and Club Europe customers, plus a new car park linked by a covered walkway, Terminal 3 will also offer customers a great experience.

- Newly refurbished Terminal 3
- Frequent coaches to link Terminal 3 and Terminal 5 for connecting customers
- New Arrivals Lounge for First, Club World and Gold Executive Club customers

We look forward to welcoming you at Terminal 5

For a virtual tour of Terminal 5, please visit ba.com/terminal5



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